



# Mobile Internet Skills Training Toolkit

A guide for training women in  
mobile internet skills

India - English



Norad



# A GUIDE FOR TRAINERS

This is a guide **to help teach women in a group setting how to use the mobile internet.**

This guide will show you **how to prepare, what steps to follow and provide suggestions for what to say.**

You can also **refer to this guide during the training,** if needed.

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# ABOUT THIS TRAINING

This training focuses on how the internet can be useful to **women and their families**.

**Short videos** are used to teach different skills. The videos cover: downloading applications; communicating in different ways using WhatsApp; and finding information on different topics using Google and YouTube.

The **objectives** of this training are to build learners' comfort with each of these skills, and to understand how they can apply these skills to their own lives.

**As a trainer**, you will help women learn these skills, and help them see how these skills are useful in their own lives.



#### **Tips for trainers:**

Remember, you know your community best! You can adapt the suggestions in this guide to suit the lives and needs of the people you are training.

# ABOUT THIS TRAINING

The training begins with a **foundational module** introducing mobile apps. Then, there are two **“learning pathways”**. The first pathway, **“Connecting with people”** focuses on different ways to communicate using WhatsApp. The second pathway, **“Searching for information”** focuses on finding useful information using Google and YouTube.

For each learning pathway, there are 4 **modules**. Each module has a **video** and teaches a **skill**.



## Training duration

You can hold one training session per pathway. Each training session can last 1.5 - 2 hours. Spend as much time as needed based on the learners' needs and abilities.

# BEFORE THE TRAINING

A successful training relies on careful preparation and planning. This includes communicating the value of the training to women and their families, planning the logistics of the training session, and ensuring you have the right materials.



**INFORM** women and their families about the training at least 2 weeks in advance.



**EXPLAIN** the purpose of the training and its benefits to both women and the rest of their families. For example, you can say:

- *“This training is to help you understand how to use the internet in ways that benefit your life, your home, your family and your work.”*
- *“Using the internet can help you save time by finding information you need quickly. You can use it to easily talk to people, for your children’s education, or to learn how to do new things that can help you earn or save money.”*
- *“It is important that everyone in the household knows how to use the internet, to do things to help the home and family.”*
- *“Your family can use the internet to help with the children’s education.”*
- *The more people in the household who learn how to use the internet, the more benefits you all can get.”*

# BEFORE THE TRAINING



**SCHEDULE** the training for a day and time that suits your learners, and does not interfere with their other activities and work.

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**INVITE** other family members to join the training (young children, daughters, daughters-in-law). Explain that this will allow more people to benefit, and will also provide support for the women.

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**ENCOURAGE** women to bring smartphones to the training if they can easily access one. Explain to other family members that if women have a phone to practise on, it will help them learn better. But also reassure them that they can join the training and learn even if they don't have a smartphone.



**Training of Trainer session activity:** Discuss some ways that you have introduced other programmes to people in this community. Share ideas about what works well, and how it could be useful for this programme.

# WHAT YOU WILL NEED

1



Videos

2



Laptop and charger

3



Projector

4



Tablet (if unable to use a laptop and projector)

5



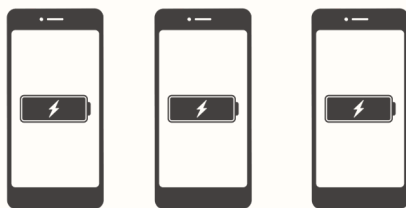
Charged smartphone

6



Internet connection (WiFi/data)

7



Additional smartphones for practise

8

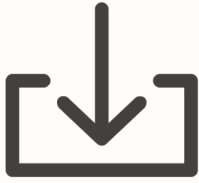


Spare phone charger



# HOW TO SET UP THE TRAINING

1



**Download** the videos onto your device (laptop, TV screen or mobile), and ensure they are in the right order.

2



**Charge** the device, and have a charger ready for learners.

3



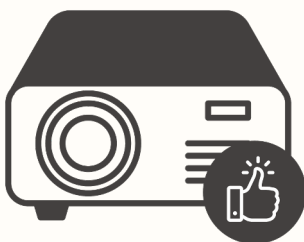
Where possible, bring extra **smartphones** so that there is at least one device for every 3 people. Make sure they are charged.

4



Check **WiFi** connection (if available).

5



Make sure the **projector** is working

# THE TRAINING SESSION

The training session starts with an introduction. Then for each module, you'll play the video, discuss it and practise. You'll end the training session and address any learners questions.

Each session should last around 1.5 - 2 hours. Spend around 30 minutes on the introduction, 1 hour on showing videos, discussing and practicing, and 30 minutes on the ending.



## INTRODUCTION TO THE TRAINING

Introduce the benefits of using the internet for the activities that learners want to use it for.



## VIDEO

Play the first video in a pathway, or the most relevant video, on a laptop, TV screen or mobile.



## DISCUSSION

Respond to learners' questions, encourage learner to think about how it is relevant to their life and discuss different uses-



## PRACTISE

Repeat the steps on the learner's handset. Then the learner repeats, practising individually and in groups.



## ENDING THE TRAINING

Share videos with learners and explain how to access them after the session, so they practise further.



### Tip for trainers:

Cover as many modules in a pathway as you have time for. It's better to take more time to cover a few modules completely – by showing the video, discussing it and practising – rather than to move quickly through more modules.

# INTRODUCTION

**Explain the value of the internet and its relevance to learners' lives.**

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## What you can say

- “This training will help you understand how to use the internet to **benefit** your life, your home, your family and your work.”
- “Using the internet can help you save time by finding the **information** you need, quickly. For example, this can be information related to your work, your family’s health or government schemes.”
- “You can also use it to **communicate easily and efficiently** with people you love, people in your community or people you work with.”
- “The internet can also help you support your **children’s education** by finding videos, photos or information for their learning, or communicating with their teachers.”
- “You can even use the internet to **learn how to do new things** that can help you earn or save money. Like learning tailoring techniques, hairdressing, how to make compost for your farm, or how to cook a new healthy dish.”
- “**Don’t be afraid to touch and use the smartphone, even if you’ve never done it before. Nothing that you do will permanently damage it.** If you make a mistake, all you have to do is try again. I am here to show you how. The only way you will learn is if you do it yourself, so just try it.”



### **Tip for trainers:**

Try to connect everything you say to the community’s lives and needs. For example, is there a local festival, crop or food you can mention? Are there specific livelihoods efforts that the SHGs are working on? Include these examples.

Encouraging participants and help them to build confidence to touch and use the phone e.g. by putting it in their hands and encouraging them to press the buttons.

# PATHWAY 1:

## CONNECTING WITH PEOPLE

For a training session focused on this pathway, explain the value of messaging and calling

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### What you can say to introduce the pathway

- “One of the biggest uses of the internet is communication. Today we will learn about how you can use the internet to stay **connected to people important to you**. We will watch short videos, and then practise, to build our skills.”
- “There is something called **WhatsApp** that you can use to connect easily with people important to you.”
- “WhatsApp is for **everyone**. You do not need to know how to type, be educated, or speak English to use it.”
- “WhatsApp is a bit like SMS, but you can also send **voice messages, photos**, make **video calls**, as well as message **groups** of people.”
- “You can chat with any person whose number you have **saved** on your phone.”
- “To send and receive anything on WhatsApp, you will need to buy something called **data or net**. You can recharge or get a data pack at your local shop or through the phone.”
- “Your **whole family** can benefit from WhatsApp. Once you have mastered it, you can use it for so many different things. *(Give examples that are relevant to the learners’ lives)*”



**Training of Trainer session activity:** Discuss some other examples or stories on the benefit of WhatsApp that the community will relate to. Share ideas amongst each other. For example: group messaging your SHG about programmes or government schemes; video calling suppliers or customers for your business, sending pictures about farming questions to your peers, etc

## PATHWAY 2:

# SEARCHING FOR INFORMATION

For a training session focused on this pathway, explain the value of searching

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### What you can say to introduce the pathway

- “Today we will learn about **voice search** and how it can **benefit you and your family**. We will watch short videos, and then practise, to build our skills.”
- “There is **a lot of information** on the internet - crores of videos, pictures, songs and writings. All you have to do is **search** to find the information that you want. *(Give examples that are relevant to the learners’ lives: finding information for your children’s education, recipes for the family, advice for your farm, new skills like tailoring or hairdressing to earn money, etc.)*”
- “To find the information you need on the internet, you can use something called **Google**. Every smartphone can use Google to search for information. To use Google, you have to recharge your phone.”
- “To search, you have to tell the internet what you want to find. You don’t need to type. You can say what you are looking for, using your voice out loud. This is called **voice search**.”
- “There is something called **Google Assistant** that helps you voice search. You say what you want to Google Assistant, and it searches through all the information on the internet to find it.”
- “Voice search is for **everyone**. You do not need to be educated or speak English to use it.”



**Training of Trainer session activity:** Discuss some other examples or stories on the benefit of searching that the community will relate to. Share ideas amongst each other.

# MODULES

The training activities for each module involve three steps: play the module video, discuss the module and practise the skills of the module.



## VIDEO

- **Play the video at least twice** on a TV screen, laptop or mobile.
- **Pause the video after every new step** is explained, and repeat the explanation in-person.
- **Reassure learners that they will have time to practise** and ask questions. Remind them that this can seem complicated at first, and that with practise it will get easier.



## DISCUSSION

- **Discuss the value of the skill** being taught and its different uses. Help learners think of how they could use it in ways that are helpful in their own lives.



## PRACTISE

- **Include at least two rounds** of practise for each module.
- **Encourage learners to practise on different uses** each time (e.g., voice searching for a recipe they want, then voice searching for farming practises), and practise on a use that they choose.
- **Let learners practise in pairs, groups or as families**, Make sure there is at least one mobile phone for every three people. Encourage learners to take turns holding the phone and practising the steps.
- Only move to the next module when learners are **comfortable**.

# FOUNDATIONS

Steps, advice and talking points for this module

**What are mobile apps and how can I get them?**



# MODULE

## What are mobile apps and how can I get them?

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### What you can say to introduce the module:

- “A mobile app is like a tool on your phone that will help you to do specific things.”
- “There are millions of apps, and each one has a benefit. For instance, there are apps that help you: communicate with people by voice, video, and sharing pictures; find information in an instant; track your expenses and savings; show you job opportunities; find learning material for your children”
- “There are even apps that you can use to send and receive money or pay your bills easily”



### Skills learnt:

- Launching Play Store (*first time users will need help with setting up an email address and signing in*)
- Browsing apps
- Understanding app reviews and ratings
- Downloading an app
- Opening an app from the home screen
- Returning to home screen



### Questions you might get from learners

#### Do I have to pay to use apps?

There are many free apps. There are also some apps that you can get for free, but you have to pay later to use certain parts of it. Other apps, you have to pay for before you can get them. You have to put in various details to pay for an app, so your money will not get taken without your knowledge using Play Store.

#### Is there a limit to how many apps I can get?

You can get as many apps as you like. But, apps take up space on your phone. If you have a lot of apps, you might run out of space. If you run out of space, you can always delete apps you don't use.



# PATHWAY 1:

# CONNECTING WITH PEOPLE

Steps, advice and talking points for the modules in this pathway

## PATHWAY 1: CONNECTING WITH PEOPLE

- 1 **How can I talk to people using video calls on WhatsApp?**  

- 2 **How can I send a voice message on WhatsApp?**  

- 3 **How can I share photos with a group of people on WhatsApp?**  

- 4 **How can I share messages I've received on WhatsApp with others?**  


# MODULE 1

## How can I talk to people using video calls on WhatsApp?



### What you can say to introduce the module:

- “This video shows you how you can communicate with someone using a video call.”
- “A video call is like a phone call, but you can also see the person you are talking to.”
- “Instead of waiting to meet someone, you can save time by communicating over video call.”
- “We will do this on something called WhatsApp, which helps you connect with people in different ways.”



### Other uses to discuss and practise with:

- Video call relatives to keep in touch and be together during celebrations
- Video call your ASHA didi to consult her when your child is sick
- Video call an experienced farmer in the community to ask for help with a crop disease



### Skills learnt:

- Launching WhatsApp (*first time users might need more support with this*)
- Browsing contacts
- Starting video calls



### Questions you might get from learners

**What is the difference between a video call and a normal call?**

With a video call, you don't just hear the person you are talking to, you can also see them and their surroundings, and they can see you. Video calls happen through WhatsApp, so you will need to use the internet.

## MODULE 2

# How can I send a voice message on WhatsApp?



### What you can say to introduce the module:

- “This video will show you how you can communicate with someone using voice messages.”
- “A voice message is when you record yourself saying a message and send it to anyone you want. Because you don’t have to type, it is easy and saves you time.”



### Other uses to discuss and practise with:

- Record a message from your child to send to their grandparents or sing for your family members living far away to celebrate Diwali
- Send a question to your child’s teacher
- Send a message to a customer about their order



### Skills learnt:

- Recording voice messages
- Understanding when a message has been sent and read
- Listening to voice messages



## Questions you might get from learners

### Why would I send a voice message to someone when I can just call them?

Sometimes, you or the person you are trying to call might be busy, so it can be hard to talk on the phone. In times like this, a voice message is a helpful way to communicate.

### What do I do if someone sends a bad message?

If you get a message you don’t like or that makes you uncomfortable, just ignore it. You can “block” a number that is bothering you. This means that they will not be able to contact you again on the same number.

## MODULE 3

# How can I share photos with a group of people on WhatsApp?



### What you can say to introduce the module:

- “This video shows you how you can send messages and pictures to multiple people at one time.”
- “You can make groups on WhatsApp to communicate with family members, people in your community, or people you work with.”
- “With a WhatsApp group, you can save time by communicating with many people at once.”



### Other uses to discuss and practise with:

- Create a group for your SHG to share important news
- Create a group with other parents to exchange advice and information on your children’s education
- Create a group for farmers in the community to share tips, market rates, and pictures of new products or techniques



### Skills learnt:

- Saving a contact (*learners with low formal literacy might need more support with this*)
- Selecting contacts for a group
- Adding a group name (*learners with low formal literacy might need more support with this*)
- Taking and sending pictures



### Questions you might get from learners

#### What happens if group members put inappropriate or bad messages in the group?

When making a group, always add people you know and trust so that there are less chances of messages you don’t like. You can also remove a member from a group, and you can change the settings so that only the person who created the group can send messages (*support learners with this if they want to learn how, or see if there is someone in their household who can teach them*).

## MODULE 4

# How can I share messages I've received on WhatsApp with others?

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### What you can say to introduce the module:

- “This video will show you how you can forward pictures and messages to multiple family members or friends.”
- “When you share a message, photo or video that you have received with someone else, this is called ‘forwarding’. It makes it easy to send information because you don’t need to type it out again.”



### Other uses to discuss and practise with:

- Forward a picture of an important celebration to other family members
- Forward information on health advice or a government scheme to someone you trust to check that it is true
- Forward pictures of clothes or designs to customers of your tailoring business, for them to choose from



### Skills learnt:

- Forwarding pictures and messages
- Browsing message history
- How to know if you can trust a forwarded message



### Questions you might get from learners

**Is there any information I should avoid sharing on WhatsApp?**

Never give your personal information (your address, bank details, passwords, PINs, etc.) to someone you don’t know or trust.

# PATHWAY 2:

# SEARCHING FOR INFORMATION

Steps, advice and talking points for the modules in this pathway

## PATHWAY 2: SEARCHING FOR INFORMATION

1

How can I use my voice to search for information?



2

How can I make my voice searches better?



3

How do I look through information to find what is most useful for me?



4

How do I know if I can trust the information I find on the internet?



# MODULE 1

## How can I use my voice to search for information?

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### What you can say to introduce the module:

- “This video shows you how to use your voice to find useful videos on the internet, for you and your family”



### Other uses to discuss and practise:

- Search for videos that show you how to make pickle, so that you can save money by making it at home instead of buying
- Search for videos that show you how to weave baskets or mats to use in your home, so that you can save money
- Search for videos that teach you how to do rangoli to celebrate festivals



### Skills learnt:

- Launching Google Assistant (*first time users might need more support with this; might need to adjust language settings*)
- Searching for recipes and other interests
- Playing videos



### Questions you might get from learners

#### **I don't speak English. How do I voice search?**

You will have to change your language settings so that your phone recognises Hindi/Tamil (*help learner with this*). If you are not comfortable with Hindi/Tamil, you will have to ask someone you trust to search for you.

## MODULE 2

# How can I make my voice searches better?

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### What you can say to introduce the module:

- “This video will show you how you can voice search for videos for your family’s education and fun”
- “It also shows you how you find the right video by making your searches more specific”



### Other uses to discuss and practise:

- Search for your child’s favourite educational show
- Search for religious songs to play during a festival
- Search for advice on how to budget, save and manage finances



### Skills learnt:

- Launching Google Assistant
- Searching for educational videos and other interests
- Improving searches



### Questions you might get from learners

#### How can I stop my children from coming across bad content on the internet?

Always supervise young children when they are using the mobile phone. If you are sharing a phone with children, you can turn on something called SafeSearch. This will make sure you only see things that are suitable for children.



## MODULE 3

# How do I look through information to find what is most useful for me?

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### What you can say to introduce the module:

- “This video will show you how to search for images and videos that will be useful for your work or home, and confidently explore the results that the internet shows you”



### Other uses to discuss and practise:

- Search for videos on how to make your own fertiliser
- Search for videos that teach you how to make flower garlands that you can sell
- Search for the latest information on prices of different products and services



### Skills learnt:

- Launching Google Assistant
- Searching for videos related to work or interests
- Searching for images related to work or interests
- Looking through images and videos Google shows you
- Returning to search results after opening a video/image



### Questions you might get from learners

**I am worried about seeing bad things when I search. How do I stop this?**

First, speak as slowly and clearly as possible so that Google understands you. If Google has misunderstood what you want, and shows you things you don't want to see, you can press the back button (the arrow pointing to the left) to immediately go back and try again using different words. When you use different words, Google will show you different content. There are so many good things to learn and discover on the internet, keep experimenting and you will find what you want!

## MODULE 4

# How do I know if I can trust the information I find on the internet?



### What you can say to introduce the module:

- “This video will show you how you can voice search for important information, and make sure the information you get is trustworthy and accurate.”
- “It’s OK if you’re worried about using the internet safely. This video will help you develop the confidence to explore the many useful and helpful things the internet can offer.”



### Other uses to discuss and practise:

- Search for information related to your family’s health
- Search for information on government schemes
- Search for information on farming techniques



### Skills learnt:

- Searching for videos related to work or interests
- Looking through the information that Google shows you
- Returning to search results
- Comparing information from different sources
- Recognising the creator of the video
- *Note: this may be a harder skill for some learners, so encourage patience and practice*



### Questions you might get from learners

#### How will I know if information cannot be trusted?

Just like information you hear in your community, think carefully about the information you get on the internet to decide if it can be trusted. Look at multiple different pieces of information. If many of them are saying the same thing, the information is more likely to be reliable. Also look at where the information is coming from, to see if it’s a person or organisation that you recognise and trust. Lastly, use your common sense! If the information seems wrong, just ignore it.

# ENDING THE TRAINING

End the training by sharing the videos, congratulating the learners and answering any questions they have.



**ASK** learners questions to see how confident they feel about the skills they have learnt, and how they will use them on their own (e.g. Which button do you press to send a voice message? What will you use voice searching for?)

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**SHARE** video files with all learners/their family members. You can share by creating a WhatsApp group of all the learners, by providing an SMS link or by sending individual WhatsApp messages.

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**INFORM** learners you will be sending messages on the group, so that they can continue practising. For learners who use shared phones, get the number of the phone they use most often, and find out what times they usually use them so that you can send messages then.

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**CONGRATULATE** learners for all they have achieved today, and encourage them to keep learning. You can say:

- *“Learning is a continuous process. This is only the beginning of your journey.”*
- *“You can use these videos to become comfortable using the internet.”*
- *“Watch these videos by yourself, with your family, or with your neighbours, as many times as you need to.”*
- *“Keep practising. The more you practise, the more comfortable and confident you will become.”*
- *“When you’re ready, you can also move to one of the other topics”*

# ADDITIONAL QUESTIONS

## Be ready to answer more questions at the end of the session

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### **What is this training about? How will it help me and my family?**

The training is to help you understand how to use the internet in ways that benefit your life, your home, your family and your work. Using the internet can help you find information you need on nearly any topic, and quickly. You can find information on your family's health, your farm or other work, your child's education, and more. The internet makes it easy to talk to and share photos and videos with your family, or people in your community, like your SHG, your child's teacher, the Anganwadi didi, or your boss. You can also use the internet to learn how to do new things that can help you earn or save money.

### **Will this training help me and my family earn money?**

There are many ways the internet can help you financially. You can use the internet to learn a new skill, like tailoring, or farming practises; or communicate with people easily for your work; or search for information related to your work or government schemes. Once you learn these skills, you can start to do more advanced things on the internet too, like sending money to family members or people for your business, paying bills easily, looking for job opportunities, and promoting your business.

### **What kind of phone do I need to have to do all of these things?**

You will need a smartphone (touch phone/big phone) to do the things shown in the training. Some button phones can also do this - check if you have WhatsApp, etc. on your button phone.

### **Will doing these things cost money?**

Normally, when you use the internet on your phone, you are using something called "data". This is something that you need to buy and recharge at your local shop or through the phone.

# ADDITIONAL QUESTIONS

**Be ready to answer more questions at the end of the session**

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**I don't have a smartphone/touch phone. What do I do?**

During the training, borrow a phone from the trainer, or share with a family member (if present) or another SHG member. When you go home, watch the videos again and try it out on one of your family member's phones, with their help. I will send you the videos to their phone over WhatsApp/a link so that you can watch it. You will have to give me their number. Even if you don't have a touch phone right now, these are useful skills to learn for the future.

**The story in this module is not relevant to me. What is the benefit of this?**

The story shown here is just an example. There are so many things that you can do with each of the skills shown in the video. That's the best part of the internet - you can use it exactly as you choose, in whatever way is most helpful for you. Let's all think together of some other uses that are helpful to your life.

**What happens after the training ends? How do I keep learning?**

Your learning does not need to stop after the training sessions end. We will share the videos with you on your phone. You can watch those and continue practising your skills for different uses. You can also contact [CRP/trainer] for any help. *(Mention follow up sessions if doing.)*

# AFTER THE TRAINING

## After the training, keep in touch with learners to support their continued learning



**SEND** messages on WhatsApp/SMS encouraging women to watch the videos and practise. Direct the messages to include family members, such as:

- *“Watch this video with the full family and support each others’ learning”*
- *“Everyone should learn how to use the internet. It can help with your family, household, work and children. Watch the videos and keep practising to keep up your skills.”*

### Tips for trainers:



Send a message once a week for the first month, and then reduce to once every 3 weeks.

Send messages at the times when women are more likely to access the phone (e.g., late evenings)



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